

COMMUNICATION METHODS EVALUATION

10/07/02

Amy Mendel-Clemens
CARES Call Center
(608)266-8733

A list of the State's methods of communication to Income Maintenance and W-2 agencies was sent to various State staff, the CARES and Policy Coordinators in each local agency, and the W-2/IMAC Coordination Subcommittee members. All were asked to review the list for completeness. The final list contained 29 ways in which policy is sometimes communicated to local I.M./W-2 agencies.

A matrix of these methods of communications was then sent to all the local agencies' CARES and Policy Coordinators. They were encouraged to share it with others in their agencies and were asked to provide feedback on the effectiveness of the method of delivery, the ease of access of each and overall effectiveness of the method.

We received 48 responses. All responses did not include feedback on each and every method because not everyone is familiar with them all. Percentages were calculated on effectiveness of method and ease of access for each. These percentages are included at the beginning of each section and are followed by comments on the overall effectiveness of each communication method.

The following methods of delivery that ranked highest in effectiveness – 78% or more of the respondents indicated the method was “effective” include:

- *Call Center Q&A
- CARES Coordinator E-Mail Distribution List
- *Child Care Tips
- *DXBM
- Food Stamp Handbook
- *Food Stamp QC Tips
- FSET Manual
- New Worker Central
- *Operations Memos
- *Policy Coordinator E-Mail Distribution List

*Methods that also ranked high in “ease of access”.

All the methods listed above are available online. All of the methods with an asterisk beside them not only ranked high on “ease of access” and are available online, they also appear automatically as a CARES message when a worker logs on (DXBM) or an e-mail notification is sent alerting them to the information.

Responses to Call Center Q&A, Child Care and FS Tips, DXBM and Operations Memos all mentioned the need to have this information quickly incorporated into the appropriate manuals.

The six methods of communication scoring highest for “ineffectiveness” were:

- | | |
|------------------|--|
| CATS | (too difficult to access or find information) |
| CARES Highlights | (unfamiliar with or unable to locate it) |
| BV Manual | (information not all located in one source) |
| ETN | |
| IMM | (out of date) |
| WSSA | (travel costs and time needed to attend are prohibitive) |

Methods of Communication

Administrators' Memos	4
Benefit Recovery Manual.....	5
Call Center Q&A	6
CARES Automated Tracking System (CATS).....	8
CARES Coordinators' E-Mail Distribution List.....	9
CARES Guide	10
CARES Monthly Highlights	12
CARS Manual	13
Child Care Manual	34
Child Care Tips	15
DXBM.....	16
Educational Telephone Network (ETN).....	17
Food Stamp Handbook	18
Food Stamp Newsletter	19
Food Stamp QC Tips	20
Forms & Publications	21
FSET Manual.....	22
Future I.M. Projects.....	23
IM/W-2 Contract.....	24
Income Maintenance Advisory Committee (I.M.A.C.)	25
Income Maintenance Manual	26
Medicaid Fact Sheets	27
Medicaid Handbook	28
New Worker Central.....	29
Operations Memos.....	30
Policy Coordinators' E-Mail Distribution List	32
Regional Meetings	33
W-2 Manual.....	34
WI Social Services Association (WSSA).....	35
Other Comments.....	36

ADMINISTRATORS MEMOS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	59%	36%	5%
Ease of Access	Easy	Medium	Difficult
	76%	17%	7%

Comments:

- Will work much better if we receive notification that a new Admin Memo is published just like we are for the Ops Memo notification listing.
- Website is much better than paper.
- Website is faster.
- We need to be notified when new memos are issued.
- Website much faster, wait too long for paper copies.
- Paper is too slow.
- Reminder of new releases.
- It is hard to know how to file/keep these for good reference.
- Very effective on the website. Paper not needed, just an e-mail to subscribers to announce new admin memos.
- Very useful.
- Don't always get them – actually go to Corporate – find them informative when I get them.
- Information is usually late – as information has been received in some other form.
- E-mail memos with attachments would be more effective.
- Aimed primarily at directors and managers – this vehicle of communication is critical for program planning and any area affecting agency administration and/or fiscal impact.
- Usually late and often repetitive.
- It's great to have them on the web. There are many I don't need – can easily access when needed.
- Most workers do not get.

BENEFIT RECOVERY MANUAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	25%	40%	35%
Ease of Access	Easy	Medium	Difficult
	29%	32%	39%

Comments:

- Info on this is very scattered and not easily accessible.
- Does not have good explanations of screens and what the entries should be on CARES. There is really no ONE place that incorporates all the policy and procedure for this topic.
- Our material seems very outdated – ESS were signed up for training on this subject in October by the training has been cancelled.
- Shouldn't have to check three different spots to determine what to do with benefit recovery.
- Ops memos and the fraud FITs packet are the best in for this.
- Information is in too many places.
- Have to look at a lot of different places on what to do how to do it plus there is also the EBT manual for recovery of FS – takes time.
- The portions on the web site are reliable. The paper guide has not been updated in very long time.
- With the varied sources it is difficult to have a complete understanding of the process and policy.
- Combine policy into one manual.
- Currently ineffective since it is not in the CARES guide yet, but will be great when added. Acctg manuals-limited access and difficult to use for non-accountants; recent training docs are not as available to all staff and tend to pile up under stacks of training docs and get lost.
- Would be most effective if alerted to releases via e-mail and passwords were consistent.
- Paper training packets is all that is available to ES & W-2. Find them very helpful.
- Time consuming to find.
- Difficult to access specific info; manual incomplete.
- Too scattered – bits and pieces of the process are in different places but there isn't anywhere that has the entire product. Accounting manual is not a document line workers should have to research – put everything in a place used by the staff who must do the work.
- It would be handy to have all of the recoupment info in one place.
- Training packet is good.

CALL CENTER Q&A			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	80%	18%	2%
Ease of Access	Easy	Medium	Difficult
	70%	23%	7%

Comments:

- It is good to get the answers to other counties' questions, however it is difficult to find time to read them.
- Finding what you need can be time consuming – same as Ops Memos. The “find” function helps a lot. We go over these at weekly staffings.
- Very good with e-mail answers. Like the RAQ's weekly.
- Don't know what to do without them! Really!
- Good way to get statewide information out to everyone. Has been very helpful and easy to use.'
- Responses and follow up are quick and in writing. Everyone is very helpful
- Our greatest help!
- Nearly impossible to refer back to. Answers often don't follow handbook or manuals because they say they are obsolete.
- I am able to get around and find things.
- Hate having to look for policy here! The concept of letting us know what Q&A have been done statewide is good, but to hold us responsible for this as policy is impractical. Get it into an Ops memo or proper manual or handbook ASAP. Also, it would be better if it were e-mailed to the Ops Memo list subscribers.
- We have a small staff and do discuss problems before calling the Call Center, but it would be easier and more efficient if any member of our staff could call the Call Center with questions.
- Still too many places to go to look for information.
- Excellent!
- Wonderful! A monthly index, cross reference, etc. would be extremely useful in locating previous material!
- Read and use weekly.
- Very effective. IN fact, indispensable. The RAQs are great and very useful as a training tool. I hope they are being used to provide case examples in the manuals. The trend towards more such examples in the manuals is great.
- Very helpful
- Too many things to access – this is low priority – I haven't used up to this point.
- Excellent service.
- INVALUABLE – VERY EFFECTIVE. ANSWER EMAILS PROMPTLY. Don't abuse do our research first – but appreciate the prompt answers when we need help!
- The Q&A webpage is nice because we can see what other people are asking also, but don't always think to look there.
- I personally compile a Table of Contents for staff and reference of other regional agencies. Could the Call Center do that for us?
- Finally! We can see what other agencies are being told when questions are asked! However, all Q&As are not posted. There are now so many, they are getting difficult to research. The questions point out areas where a policy is unclear, therefore the issue raised by the question should be addressed in the policy. Once moved there, the Q&A can be obsoleted and the remaining items easier to use as reference. I find our CARES/Policy Coordinators use there very

Call Center Q&A (cont'd.)

frequently and we are referred tot hem as well. This substantiates the need to incorporate the issues in the formal policy.

- Some questions seem so vague and so are some of the answers. Can't really get the entire picture somete4ims to see if it applies. If you are talking about RAQ's. Too much to read.
- The Call Center is wonderful. The people are very knowledgeable. Very quick to respond to e-mails. Don't know what we'd all do without them!
- Too little time to check regularly.
- Allows a county to ID if there is a trend developing. Also, allows the county to ensure that information is shared by all.

CARES AUTOMATED TRACKING SYSTEM (CATS)			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	6%	18%	76%
Ease of Access	Easy	Medium	Difficult
	19%	22%	59%

Comments:

- Have never gotten any hands-on training to tell us how to sue this system. I can never tell what I am looking at and what it means.
- I guess I find it ineffective because I do not use it.
- Not used.
- I don't have access.
- I have not used this because of again time involved and when I did try to use it, I was unable to find what I needed and just haven't looked since.
- Have not accessed. Don't see a great need for it on our end.
- Do not use.
- No one here has access – unable to answer, except that we don't know what we are missing, if anything.
- Would appreciate training on the system.
- I am even on a CARES committee now and have completely forgotten how to use this system! The problem is that we have too many login IDs and procedures to keep track of these days. Better to have this info on a website.
- Don't use.
- No time to check on status of problem prior to sending or calling report to the Call Center.
- Don't use.
- I don't find this information useful at all, so never access it.
- Very difficult to research to see if a problem has been reported. No standard way to log or look up information in this system.
- Have never been able to access even with state help.
- Don't use no time, not a priority.
- I haven't used this much. Tried using it originally and found way too much "stuff". Didn't have time to scroll thru it. I probably should give it a try again.
- The poor search process is too tedious and not effective.
- Can't get there.

CARES COORDINATORS E-MAIL DIST. LIST			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	87%	13%	0%
Ease of Access	Easy	Medium	Difficult
	90%	8%	2%

Comments:

- Very good.
- Good idea.
- If I'm not in it may be a few days before info is distributed to others in Co.
- Very helpful.
- Gets our attention. Easy to respond to.
- Too many e-mails.
- ESS managers and supervisors need to be added to the list.
- I think it is effective
- I love the new ability to get and receive information and feedback electronically. It is quick and effective and makes counties feel like they are more involved in a partnership with the state.
- Haven't used much, that I recall – email is easy and effective – sometimes get overloaded with too many emails needing responses and action but that is not easily remedied.
- Don't use.
- I really appreciate this notification service.
- This process works well for our County, however, may not for other counties depending on the agency's expectation of the CARES or Policy Coordinator.
- Very helpful.
- Enables a county to ID if there is a trend developing. Allows the county to ensure that information is shared by all. Problem areas are addressed in an orderly manner.

CARES GUIDE			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	35%	41%	24%
Ease of Access	Easy	Medium	Difficult
	34%	36%	30%

Comments:

- The online guide is not complete, there have been very few updates.
- The parts of the book that are done are somewhat helpful, but so little of it is done. The written manual hasn't been updated in ages. I know that they didn't want to put a lot of time into updating the written one, but with the time needed to put the complete manual on line, the CARES book is useless.
- Some policies have not been transferred online, i.e. the transfer-in policy – rather confusing.
- This could be very effective, but too much isn't available, especially in AE subsystem. Phyllis has info, but CARES Guide doesn't have it.
- Not updated. Phyllis is more effective.
- Has not been kept updated. Was unavailable online for a long time.
- Again getting the updates is good but it's very time consuming to find the things we need. Hopefully, with time to work on it but again the agencies and workers are pressed for time.
- Needs more. Get other info online. Not all of paper guide is on website.
- Needs to be completed and contain the CARES entry procedures – has been hanging way too long!
- The portion on the website is not reliable. The paper guide has not been updated in very long time.
- Until the handbook is totally online it is clumsy to have both a paper and online chapters to refer to.
- Not all chapters are available in the online manual. I have been referring to Phyllis in New Worker Central thinking that maybe more up-to-date and easier to access.
- Reminder of new releases.
- Needs to be completed or incorporated into the "Phyllis" type manuals?
- Log in is barrier, very effective but most useful sections still missing, i.e. application entry, direct links between sections in policy guides and in the CARES guide would be helpful for effectiveness.
- Would be most effective if alerted to releases via e-mail and passwords were consistent.
- The entire manual should be on line or manual. Don't know where to look for what part.
- CARES Manual should be available outside the Extranet.
- I have had problems accessing the CARES Guide online and usually don't find what I need available online.
- I can't find anything in it.
- Incomplete and difficult to access specific info.
- PDF document is difficult to research. Has never been publicized. There should be links from other manuals to specific pages of this document. Updates are impossible to find and are not published in a cover letter. IM processing is not complete – seems to have taken a back seat to child care payment system.
- We get confused as to what to look at with the new FS Manual Case Processing unit and FSET manual, etc. Maybe we need to ditch it.
- Sections of material not available.

CARES Guide (cont'd.)

- Cannot be used as a source for case processing because most of the AE data is missing. Focus has been on CC and W-2. Need more for FS and MA.

CARES MONTHLY HIGHLIGHTS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	23%	33%	44%
Ease of Access	Easy	Medium	Difficult
	28%	38%	34%

Comments:

- We are not sure what this is.
- E-mail CARES Coordinators or ES/W2 supervisors.
- Not easily accessed or readily available
- Get from ES Supervisor meetings. Is there another way these are being distributed? They are interesting, but not vital to have.
- Unsure where this is located on web, no meetings in our area, except through other listed committees.
- Have not been able to access CELS.
- If possible, these could be available on the web site it would provide ease of access.
- What is CELS? Meeting handouts are nice, if you attend that day, but website info is better. We are getting very spoiled!
- Can't go to the meetings and may miss out on a piece of valuable information.
- Ineffective because I am not attending meetings.
- Just tell us via DXBM or email when a particularly annoying problem with CARES has been fixed.
- Only agencies represented on committees receive this document. Should be made available as an informational document online.
- Never heard about it.

CARS MANUAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	38%	56%	6%
Ease of Access	Easy	Medium	Difficult
	59%	29%	12%

Comments:

- Line item descriptions are not accurate in terms of actual program activities. We are really guessing about which category to charge things to.
- Works efficiently.
- No notice given when it is updated
- CARS reporting works efficiently.
- Effective.
- Helpful as only resource I have – no paper copy has been available to me. Helped to identify what lines to use for W-2 expenses.
- Notification only at Financial Mgrs. meetings.
- Some of the definitions are vague. Use online mainly.

CHILD CARE MANUAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	51%	40%	9%
Ease of Access	Easy	Medium	Difficult
	62%	25%	13%

Comments:

- Many things are not updated in the Child Care Manual. Have to search Q&A's, DXBM's, etc.
- This manual needs to incorporate more topics, questions and answers from the RAQs.
- Not currently available on website. Someone "borrowed" my paper copy so I don't have one anymore.
- We only get updates annually – Ops memos and RAQs are clearer policy.
- Difficult to find information in this handbook. Should follow same format as other programs.
- Written differently than other manuals, difficult to find quick answers – doesn't flow well.
- Time from DXBM to OM or manual release too long because DXBM only available 7-10 days.
- The CC manual was online and has been taken off. This has created confusion – the staff is indicating that a policy update for the m annual or new paper manual is needed.
- Same problem as with other paper manuals – may not be up-to-date if the worker isn't prompt with updating their manuals.
- Not the easiest to "follow". Logic flow would be nice. Should reference screens, etc., more.
- Online manual is great but not effective since it is down more than it is up and missing sections still. When it first came up, people threw away their paper manuals, thinking it would be like the FS Manual and readily available at all times. Really want to encourage the expense of all manuals on the internet, readily available at all times and able to be updated within a day or over weekends. This is expensive but can eliminate the expense of paper. It is not practical to expect people to use the internet manual and keep up a paper manual at the same time.
- Would like website based.
- Use the child care manual often. Very helpful. When information is unclear then refer to the Call Center.
- Updates not always timely.
- This is online, not paper form.
- OCC is quick with updates, both in print and via e-mail.
- The format of this manual is not easily researched. Policy is not clearly stated and much of the policy is either implied or omitted in written form.
- Not always aware that a release has been made.
- No updates received in a long time.

CHILD CARE TIPS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	83%	15%	2%
Ease of Access	Easy	Medium	Difficult
	92%	5%	3%

Comments:

- It is helpful to have information right away, but it never gets into the manual. If you need it three months later, it's difficult to retrieve. We keep a separate manual of these.
- May not see the DXBM if off for extended time.
- Easy access DXBM history would be nice.
- Good.
- Only on DXBM – once gone from DXBM not available. Plans to include on CARES resource page like the FS tips?
- Perhaps a CC tip section could be added to the CARES resource website.
- Very helpful reminders.
- Very effective. Small amounts of info at a time are more easily absorbed by staff.
- Miss tips because of need to get into CARES quickly when accessing it – usually have client present – once turned on it is on for the day – don't usually read them.
- Reminders – refreshers are always helpful.
- Most of these are CARES processing issues. Again, the contents should be incorporated into the CARES Guide if it is an ongoing processing issue (or Day Care Manual if policy/procedure).
- Great.
- The child care staff is to be commended. They've been so good at not implementing more policy/procedure until it's been thoroughly tested.

DXBM			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	80%	16%	4%
Ease of Access	Easy	Medium	Difficult
	92%	6%	2%

Comments:

- Very easy to use. All workers see updates daily, they have to try to miss them.
- The problem with DXBM's is if it is policy related, some things get lost. We get DXBM lists, but they still have to be searched.
- Very good.
- Some type of history and a way to access it for everyone would be good. If you happen to be out for an extended time you may miss important information.
- History should be easily accessible. I know it's out there because I've seen it, but I can't find it now.
- Good way to reach everyone.
- DXBM is effective in relating up to the minute changes, etc. A suggestion would be for the policy and procedure revisions/changes a follow up Operations Memo would be issued as quickly as possible.
- Good.
- Good information and a good way to get information out fast to everyone. I am glad there is also a site on the web to look at past DXBM's.
- Should also be used to let us know when CARES is down, new info is out (FSH), etc.
- Very quick and effective as long as they are limited to a few each day. Easy to review at weekly staff meetings. Just the right amount of new info to absorb at a daily pace.
- Very useful.
- Generally go into CARES for processing cases often with client present, don't take time to read DXBM and generally don't go back to them.
- Read them daily. Are very helpful.
- As long as policy updates are put into the appropriate HBs and manuals, this is fine as a source of quick communication between State and Counties. E mailing could be just as effective.
- Contents of DXBM that have ongoing affect must be moved to the respective policy documents, or researched to see that the policy documents contain the direction (e.g. QA tips).
- Excellent, everyone reads them everyday and can access online. It's like a mini daily lesson.
- Everyone accesses DXBM's.
- Difficult to retrieve information.
- Policy information and clarification is often referenced by QC, yet there is no easy history or filing system to access these "references". Suggest that if any clarification is given it needs to be incorporated into the manuals.

EDUCATIONAL TELEPHONE NETWORK (ETN)			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	33%	36%	31%
Ease of Access	Easy	Medium	Difficult
	50%	34%	16%

Comments:

- Usually boring and the information is already or will soon be out on an ops memo.
- Not always delivered in the best manner possible. If the workers are read an Ops Memo they can do it as easy on their own. State not always prepared to answer questions that arise from the ETNs, which is what the counties are looking for.
- The information is helpful, but only if you know about the ETN that's scheduled.
- Not always the best way to deliver new info, but sometimes it is better than the alternatives. Saves money compared to sending everyone to a meeting.
- If information is good, this is a great way to transfer it and be allowed question and answer time that everyone can participate in.
- Poor method of communication.
- The ETN's are valuable – would like to see more of them on a regular basis that address policy changes and procedures. This would help to ensure cohesive policy interpretation and lead to fewer FS errors.
- Only good for complex topics. Saves on travel time.
- Timing and presentation make it difficult – often about changes that will be occurring and are subject to change – without visual presentation much is lost in just listening at remote sites.
- Useless.
- Could be a good tool – not often used.
- Have to take good notes to remember Q&A when a problem crops up a couple of months later.
- I find them next to useless.
- Difficult to measure in general terms. Some ETN sessions have been valuable. Others have missed the mark and have been little more than an exercise in frustration for all participants (both state and local agency). Still, the opportunity for direct communications is valuable.
- Would be very effective if we are not just read the contents of material we already have.
- Just poor.

FOOD STAMP HANDBOOK			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	78%	20%	2%
Ease of Access	Easy	Medium	Difficult
	53%	34%	13%

Comments:

- Love it...wish everything was online.
- Putting this handbook on line has made it easier to use sometimes, but more difficult if you want to read several sections, i.e. if you want to read the entire household relationship section you have to click on each mini section and read it individually. I also believe that staff may not be keeping up on updates by reading green sheets which will eventually result in more incorrect policy being administered.
- The manuals being developed on-line now are very user friendly.
- We like the fact that the handbook continues to have the green pages for easier training use.
- More difficult to find date of policy change.
- It is very time consuming to run thru all the possible place things could be very afraid of more errors on FS. Staff are pressed for time.
- Sometimes awkward that you can only see one section at a time and can't scroll down to next sections, especially when you don't know exactly what section the info is in that you are looking for. Instead, you need to go back and click on what you think is the right section.
- Workers like the paper manuals.
- Reminder of new release.
- Bogs down computer, slows worker down, hard to show/discuss w/ client, hard on eyes.
- Very effective for policy, not effective for CARES information, no login ID is nice for quick access.
- Cannot see whole screen at times.
- Very effective because it is the policy. Use often.
- It is a slow process to try to find what I need to know, and if system slow, very time consuming.
- Just need to get used to it.
- We still need to have a paper copy on hand.
- While easy to publish and access, lacks convenience of paper for bookmark/reference. THERE MUST BE A WAY TO HIGHLIGHT CHANGES ON PAGES WITH EACH RELEASE! (This comment applies to all online manual resources & documents).
- It would be helpful if the PDF version had hyperlinks in the table of contents. Staff tend to print out the manual.
- There is a learning curve involved with the online manuals.
- Great
- Ok.
- I like that the handbook is always up-to-date when it's on the internet.
- Reminder of new releases.
- Difficult to keep up with changes and difficult to navigate.
- Make updates more apparent through a highlighting process in the text.
- Changes need to be bolded or lined in text to really read and understand impact of change.
- Can't find what I want – easier to locate info on hard copy.

FOOD STAMP NEWSLETTER			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	46%	35%	19%
Ease of Access	Easy	Medium	Difficult
	62%	32%	6%

Comments:

- Have to make an “appointment” to have time to go in and read this information.
- E-mail CARES Coordinators when updated.
- Other than to find links for our county web page, I never really have time to look at the site.
- I can find it, but again we have so much reading material for policy and changes it is difficult to find time to look at some of this even though it's good material.
- Easy because of e-mail notice w/ link in the e-mail.
- Staff feels that they do not have time to go to the internet for this information. Sometimes the internet is slow or unavailable.
- I read when one comes out. There are so many different sources of information that I don't think most line staff bother to read. We do bring up any necessary information at our division meetings.
- Reminder of new releases.
- Effective and simple. Email message or DXBM to let us know when it is available.
- Read when we have time.
- Usefulness of this document will depend on the perspective of the reader – as with all newsletters.
- Waste of money, after the fact.
- No time to access.
- I haven't gotten used to using this. Must start to go over its contents at our weekly staff meetings.

FOOD STAMP QC TIPS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	85%	10%	5%
Ease of Access	Easy	Medium	Difficult
	97%	0%	3%

Comments:

- Good, we keep a separate manual on these – periodically go over them.
- May not see the DXBM if off for extended time.
- Easy access DXBM history would be nice.
- Good.
- Effective while on DXBM (only there 7-10 days). QC tips on CARES Resource has not been updated since 3/14/02. To continue to use effectively, they need to be updated daily/weekly.
- Good reminder of policy.
- Very helpful reminders.
- Very effective. Small amounts of info at a time are more easily absorbed by staff.
- Helpful.
- Miss tips because of need to get into CARES quickly when accessing it – usually have client present – once turned on it is on for the day – don't usually read them.
- Reminders – refreshers are always helpful.
- GREAT IDEA if staff would pay attention! Many important tips have been presented. Good quick reminders and all have impact on payment accuracy.
- Great.
- Entire staff reads this. since this appears while signing onto CARES, they can't forget to read it.

FORMS & PUBLICATIONS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	48%	42%	10%
Ease of Access	Easy	Medium	Difficult
	55%	32%	13%

Comments:

- Too many different forms are needed.
- Forms on line are a mixed blessing. Some forms work very good just being copied off the website. But for carboned forms, they are not useful. We have to print them and then send out to be duplicated. Again, a mixed blessing in the past we have had to reorder forms on back order three-four times before we got them. Now it depends on how long our general services takes to do them. but at least the forms on line are the newest versions and we can access readily.
- Not sure when updated.
- The forms on the state website are very helpful. They're current and they're always available.
- The forms we need I usually can find. It does seem hard for the State to keep up with the newest MA, FS, etc. booklets.
- Website allows quick availability.
- Need a better way to get all ES/W-2 publications together on website for easier access.
- Pamphlets are given out daily. There is a problem when changes cause pamphlets to be outdated before they can be updated.
- Update when material is new or updated.
- If it's used for our customers, why the log-in? There are a lot of good publications on the web. One effective website - informational too is all the wonderful statistical information online about caseloads.
- Too many systems with too many passwords – It's great having the site available so that forms being used are up to date – but I have problems accessing it because I forget the password.
- Not sure which forms are available on line.
- Not always sure what I'm looking for.
- Pamphlets aren't being updated regularly, or are back ordered when they have been updated. We need a GOOD food stamp program explanation pamphlet that includes what can be purchased with FS benefits. The one on the USDA site doesn't print well.
- Customer perspective: too much reading such as rights & responsibilities.
From worker perspective: In the strangest places should be organized in one site.

FSET MANUAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	80%	15%	5%
Ease of Access	Easy	Medium	Difficult
	64%	29%	7%

Comments:

- Putting this handbook on line has made it easier to use sometimes.... I also believe that staff may not be keeping up on updates by reading green sheets which will eventually result in more incorrect policy being administered.
- Update to DXBM or e-mail CARES Coordinators
- Needs to correspond with training materials and reference when CARES entry procedure is changed.
- Difficult to read online – majority prefer the paper manual and tend to print it out.
- Again, the learning curve plays into the effectiveness.
- Good.
- Reminder of new releases.
- This manual integrates CARES and policy better than other manuals. Annual pulldown should be brief, preferably done over a weekend(s) so that it is available continuously, otherwise, it is no longer effective.
- Use frequently. Is helpful.
- I don't really use – looked at it once.
- Be sure to let us know when updated.
- PDF document is difficult to use. IM and FSET procedures should not have been merged. Updates impossible to identify.
- Difficult to keep up with changes and difficult to navigate.
- Staff has gotten used to the online manuals and is getting quite comfortable with them.
- Extranet password alert needed.
- Because it is written for case management, exemptions are not discussed thoroughly and there are no instructions on processing them. Customer eligibility requirements are stuck in the middle of it all because the manual was written from an FSET case management perspective. The manual starts with the funding issues not processing issues such as who is exempt, who is required and what is the customer required to do?

FUTURE I.M. PROJECTS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	67%	19%	14%
Ease of Access	Easy	Medium	Difficult
	80%	10%	10%

Comments:

- Should work well.
- Again for now we do appreciate the manuals but we know it is time consuming and expensive to send them out so we are trying very hard to get used to the online manuals and materials.
- Where located?
- Good idea – unable to rate yet.
- Only effective when there will be definite changes. Nice to have a quick heads-up to know what to prepare for in the way of upcoming training needs.
- Hopefully will be effective.
- Sounds good to me.
- If the target audience is intended to be IM Management, don't put the subscription where all staff will see it or some line staff will subscribe.

IM/W2 CONTRACTS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	43%	43%	14%
Ease of Access	Easy	Medium	Difficult
	47%	37%	16%

Comments:

- E-mail CARES Coordinators or ES/W2 supervisors.
- Contracts are changed by the State during contract term.
- It seems that it would be better to make this a four year contract, but now we aren't sure if the counties will even be offered the contract, plus I believe making the counties meet the performance standards is just a way of getting the counties out of the running for W-2 I strongly believe the counties are being penalized by the performance standards as we work with all the customers that come through the door not just the ones who will help us meet the performance standards. or, because we forgot to change a date, a N to a Y or school grade then we don't get the community reinvestment money and then explain the reason to the Board members.
- We have not gotten regular contract addenda for incentive funds such as Estate Recovery and overpayment collections. Is there some way to know if we have earned any funds for each quarter? Is there an EOS report or something?
- It's not the best initial source of information. There should be no informational "surprises" in a contract, and in fact contracts should be negotiated not forced.
- Necessary in running program.
- The entire ROFS and RFP processes are insane.
- Required to administer the programs.
- Always changing. No point to a signed contract.

INCOME MAINTENANCE ADVISORY COMMITTEE (I.M.A.C.)			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	55%	29%	16%
Ease of Access	Easy	Medium	Difficult
	39%	39%	22%

Comments:

- Minutes are interesting when we get them timely.
- E-mail CARES Coordinators or ES/W2 supervisors.
- Website needs to be updated so that everyone has access to the minutes of this meeting.
- The committee is very good at getting us the minutes as I'm unable to attend these. And we can send the members the concerns we have.
- I don't always get them and feel out of the loop. They are not sent out timely. I sometimes get them from the Regional Office, sometimes from members of the committee. Sometimes they come out after the next meeting has been held. Too late to give input by then.
- Sometimes duplicate information forwarded.
- Good information shared, difficult to attend meetings because of travel time involved. Phone conferences are difficult for all parties.
- For ease of communication it would be great if the minutes and handouts would be published on the DHFS web site. Also the agenda, minutes, and handouts of the various subcommittees would be a great addition to the web site.
- Good opportunity to provide input for processes.
- IMAC agendas and minutes are emailed to us and that is much appreciated – thank you – as is having it on the Partner Page. The format of IMAC seems to have opened up a great deal recently with new leadership and mechanisms for being heard.
- So much material to read. But appreciate being informed. I like regional meetings and hearing the reports from the committee members from our area.
- I prefer receiving the minutes from someone within our region who has attended the meetings and subcommittee meetings.
- This committee is less a communication committee than an input committee, created by the State to obtain local agency administration's input. Should not be controlled entirely by WCHSA as it was not established as a WCHSA committee – the TAC is separate.
- The members of the IMAC Committee are very good at sharing info exchanged at these meetings.
- Allows the managers to have the information presented in a uniform and orderly way while providing input.

INCOME MAINTENANCE MANUAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	40%	31%	29%
Ease of Access	Easy	Medium	Difficult
	60%	26%	14%

Comments:

- This manual is a little difficult to find things in. It was not covered much in training and workers are pretty much left to themselves to figure out what's in there.
- While we have gotten updates and they have been helpful, so much information in the book is not updated with new policies, that the manual is very lacking.
- This manual is not kept up to date. Too many different areas there one needs to go to in order to find the answer.
- Needs to be on the website. Not current – lots of old outdated info and processes.
- Manual has not been updated. Answers are in various places other than the manual.
- We would really like this manual to be updated. I do believe it was put on the back burner because of other needed changes.
- Very old. We are never sure if the info is really current.
- Incomplete and not up to date. Is anyone working on this – it could help program simplification.
- Updates are so infrequent, the content is questionable.
- The current manual is in need of an update.
- Problems occur when individual workers do not make sure that their handbook gets updated promptly.
- Good. Hope this doesn't go on web also.
- Ineffective, not trustworthy since it is updated so infrequently, difficult to find information.
- Rarely update; badly outdated. Does not flow well.
- Not current and much information has been added to other handbooks. Prefer the handbooks as a resource.
- A lot of it no longer seems to apply. It needs to be updated more frequently if it's to be useful.
- Out of date manual. Needs to be updated by the State.
- This manual is REALLY outdated.
- While the IM Manual is usually easy to use, the lack of updates has made it impossible to find correct policy. This document is needed for all common administrative policies/procedures.
- Terribly outdated info.
- No recent updates to reflect changes in programs.
- When policy is changed and/or updated in a different manual, it needs to be updated or deleted from the I.M. Good source for operational issues.

MEDICAID FACT SHEETS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	56%	25%	19%
Ease of Access	Easy	Medium	Difficult
	54%	34%	12%

Comments:

- There are so many websites that it sometimes is difficult to find again if you need it and didn't bookmark it.
- We use these at screening and to give to the public. Really like these.
- E-mail CARES Coordinators when updated. We do not have time to be checking all the items all the time.
- It's there but unless you take the time to look for updates, etc. we may not be using the most current information.
- Other than to find links for our county web page, I never really have time to look at the site.
- Sometimes misleading to the public.
- I really haven't used it.
- I stumbled on these by accident. Now that I know they are there, I use them. We don't have time to peruse the internet to see what might be added. We need to be notified.
- Duplicate of handbook and operations memos. Most beneficial for customers, not agency staff.
- Received a complaint from the public that BadgerCare fact sheet did not give enough info (income limits) to see if they should apply.
- Notice would be helpful when sheets are updated.
- Effective. Need more and especially for the "difficult to explain" choices in MA benefits, like understanding the possible effects of choosing AMB/SLMB or SeniorCare on an MA deductible. Often the fact sheets are better than the brochures and easier and quicker to get from the web. It would be great to have a website that listed all the printable mandated forms and informational handouts needed, sorted by program of application. It would help limit the confusion over what the client needs to sign or ought to receive at application.
- I don't go into it very often, but it is nice to know it is there if I need it.
- Helpful to clients.
- Don't use a policy is conveyed through handbooks and ops memos.
- Sometimes it can take quite awhile to find the right fact sheet.
- E-mail notification that fact sheets have been updated or new ones added would be helpful.
- Many documents are available – some have been reproduced by the local agencies. Printing these documents for the public is a cost shift from the State to the local agencies.
- Great write ups.

MEDICAID HANDBOOK			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	58%	38%	4%
Ease of Access	Easy	Medium	Difficult
	77%	23%	0%

Comments:

- Relies on staff reading updates and filing them timely. When other work issues come up, this is easily put off.
- Sometimes we get twice as many updates as we need and the next time we get half as many. I have sent an updated list to Madison several times to get the number straightened out. Till the updates come addressed to the wrong people and the wrong number are delivered.
- Would be nice to have a more up to the minute MA Handbook. Things change and are not added to the current handbook until several months later, if they are remembered.
- Would be best if it was on the website so that it would be up to date.
- Requires more staff time to file releases and keep up with Ops Memo changes.
- I do like to be able to have a handbook on my desk.
- Seems difficult to get the correct number of updates. Sometimes takes a significant amount of time to incorporate changes in the handbook.
- Harder to keep up with filing, possible filing errors cause this to not be as effective as some methods. Forms need to be on the workweb, not in the manual.
- Good. Hope this doesn't go on web also.
- Effective but subject to error if staff does not file new releases timely; prefer website.
- Driver flow is not user friendly.
- Very effective – use often – I prefer the paper handbook – I like to see more than one small section at a time when I am looking for an answer.
- Updates not as fast, but a lot easier to access and I can leave it open in front of me when I'm working in CARES.
- Needs to be put online like the FS HB.
- The large number of MA types and programs makes the use of this manual more difficult. Keep the Q&A flow, but simplify the appendix reference process.
- Okay, put on internet.
- Ok. Put on internet.
- Problems occur when individual workers do not make sure that their handbook gets updated promptly.
- I'm hoping the MA Handbook will soon be online. Staff has gotten used to the online manuals and is getting quite comfortable with it.
- Late in arriving due to Milwaukee County. Regional training staff will have first, there should be uniform distribution.
-

NEW WORKER CENTRAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	79%	19%	2%
Ease of Access	Easy	Medium	Difficult
	63%	35%	3%

Comments:

- Very nice, when we have time to look at it.
- Good site.
- Excellent website!!!
- Haven't ever gotten the time to sit down and actually look at what is all on the training website. Too many different areas to look at.
- Great website!
- I really like this and it's very helpful and does save time, which we need.
- Like ability to pull stuff from here as we need it.
- First new worker to begin this process starting this week.
- Need possible e-mail system of notifying us of new items, also sometimes hard to find specific training items for ongoing workers.
- Very useful. I got o it frequently and direct workers to it.
- This has evolved into a highly valuable site and is most appreciated and effective.
- Use all the time. Love Motivation 1-2-3. We use it weekly in our staff meetings.
- Good for new worker training – I haven't used for ongoing training.
- Excellent site.
- E-mail notification that updates have been made to resources such as "Phyllis" would be helpful.
- Many voluminous documents contained in this site. Local agency print of start up packages is again a printing cost shift to local agencies. Confusing as to why the policy manuals are not used as the reference documents rather than restated policy in these documents. Would considerably reduce cost in printing as well as the duplicate work done by curriculum writers.
- Very helpful.

OPERATIONS MEMOS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	93%	5%	2%
Ease of Access	Easy	Medium	Difficult
	93%	7%	0%

Comments:

- Easy to access now that they're online. However info on these memos should be incorporated in the handbooks quicker. We should not be referencing memos several years old to determine policy. It seems unfair to expect workers to remember to look at specific memos to determine policy when the handbooks have been updated several times since the release of the memo.
- Finding what you need can be time consuming. Not sure whether you saw the answer to a particular question in an Ops Memo, or a Q&A or a DXBM. We go over these at staffings.
- Now that they are online we get them regularly. They are helpful since it usually takes so long for changes to be incorporated in the other manuals or in CARES.
- Stop sending paper.
- I like the way we are getting notification to check for new Ops memos. Works great!
- Up to date. I love the index!
- Some information seems to never get to a handbook or manual. Old Ops memos are still current.
- Some better than others, depending on the issue/writer. We like the email notice w/ the link right in the notice!!
- Good at explaining and clarifying policy and the background behind policy changes.
- Reminder of new releases.
- Very effective in website form. Again, just an e-mail announcement that a new Ops memo has been issued is adequate. Website memos should be listed with the most recent on the top for quicker access. It would be nice if a search could be done over several years rather than year by year. Problem exists when old Ops Memos are not available on the site yet are still cited as the most current info available. All currently used Operations Memos should be placed onsite until incorporated in a manual under a topic like "Prior to 1999" memos.
- Getting them by e-mail is much more efficient. We actually know about the changes before they take place.
- Need the e-notification to make website effective – could do without paper if we were alerted through an e-mail with a link to web every time.
- Eliminate paper distribution.
- Website is excellent.
- Review when received, a good reference tool until handbooks are updated. Have not had a problem accessing online.
- E-mail notices we've been receiving are preferred. Just be sure memo is correct at issuance.
- This has been the best communication tool for specific activities! It combines policy, procedure and CARES data entry. Contents, however should be moved to respective policy manuals as quickly as possible for ongoing reference.
- Better now that on line so that we can do a search, otherwise no good way to organize or remember.
- Prefer paper.
- Anything that is available on the web is great. No more piles of paper ops memos!
- Extranet password alert needed.

Operations Memos (cont'd.)

- Condensed and plus the processing detail that is given with the policy. Hard copies can be easily produced and used as job aids until the policy is learned.

POLICY COORDINATORS E-MAIL DIST. LIST			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	87%	10%	3%
Ease of Access	Easy	Medium	Difficult
	94%	6%	0%

Comments:

- If I'm not in it may be a few days before info is distributed to others in Co.
- Good
- Gets our attention. Easy to respond to.
- Too many e-mails.
- ESS managers and supervisors need to be added to the list.
- I love the new ability to get and receive information and feedback electronically. It is quick and effective and makes counties feel like they are more involved in a partnership with the state.
- Don't use.
- This process works well for our County, however, may not for other counties depending on the agency's expectation of the CARES or Policy Coordinator.
- Very helpful.
- Enables a county to ID if there is a trend developing. Allows the county to ensure that information is shared by all. Problem areas are addressed in an orderly manner.

REGIONAL MEETINGS			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	68%	21%	11%
Ease of Access	Easy	Medium	Difficult
	57%	29%	14%

Comments:

- Staff have to travel to get info. (However networking and meeting with other counties is important).
- Have never attended.
- I look forward to these meetings. It lets us air our thoughts and frustration. Lets us get ideas from other surrounding counties, tells us what they know that is coming on changes, etc. Plus the Eau Claire Regional office that we work with is very considerate and always willing to help.
- Not always easy to fit in, but we see it as a priority. We travel one hour to get to the meetings.
- Unsure what meetings you are referring to – FEP and nursing home? Or are there other frequent meetings that are held in the southerly regions that aren't held here. As money becomes tight, we are limited to very few meetings.
- Enjoy hearing Bert's updates.
- These meetings are excellent. It provides time to discuss matters with the state and various counties.
- Offers advantage of brainstorming problems with other agencies.
- A needed break from the stress of day-to-day management, a chance to network and share concerns, and a great way to deliver information since practical ideas about assimilating and implementing the new info are shared.
- Very informative.
- Only reason rated ineffective and difficult to access is the distance that we have to travel requires an overnight to attend. Both time and travel expense is prohibitive.
- Getting to meetings is not always easy or convenient for everyone.
- Very helpful – a good time for discussion.
- Only the individuals/agencies attending receive the information. Follow-up mailing should be done for those agencies not in attendance.
- We have a six hour roundtrip drive!!
- I've been attending our regional supervisors' mtgs for 20 years. They are invaluable. I even try to plan vacation days so I don't miss these bi-monthly meetings. I'm sure most of the supervisors in our region feel the same.
- Not always held and does not ensure that the information is really distributed to the appropriate persons.

W-2 MANUAL			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	54%	41%	5%
Ease of Access	Easy	Medium	Difficult
	70%	18%	12%

Comments:

- Many things are not in the W-2 Manual. Have to search other sources.
- The manual needs to be expanded to include CARES screens (at least until the CARES Guide is complete.)
- Not currently available on website. I'm sure mine is very out of date.
- Should follow same format as other programs.
- Needs to go online.
- Same problem as with other paper manuals – may not be up-to-date if the worker isn't prompt with updating their manuals.
- It is not practical to expect people to use the internet manual and keep up a paper manual at the same time. Loses effectiveness as people are confused as to where they should look and whether they still need to update paper manuals. Recommend discontinuance of paper with website manuals available continuously.
- Would like website based.
- Use it daily!
- Updates not always timely.
- Needs to be put online like the FS HB.
- State interpretation of policies and printed policies don't always resemble each other.
- Case Management portion of the policy is getting more descriptive but some financial eligibility determination is either omitted or basic knowledge is assumed to have come over from AFDC.
- We seem to have a lot of Ops Memos that should be incorporated. More updates, please.
- Not always aware that a release has been made.

WI SOCIAL SERVICES ASSOCIATION (WSSA)			
Method of Delivery	Effective	Somewhat Effective	Ineffective
	46%	24%	30%
Ease of Access	Easy	Medium	Difficult
	28%	24%	48%

Comments:

- If your Board does not allow you to attend the meetings, you don't always get to see minutes.
- E-mail minutes to CARES Coordinators.
- Not all can attend.
- I belong to WSSA but am unable to attend meetings, again because of time involved and not being able to take the time off from work and going on my own time and money.
- We appreciate getting them, when we get them.. Great when we have a member on the committee. Seems the State is placing less importance on these meetings than in past. Now the focus seems to be on IMAC and C&I.
- Sometimes duplicate information forwarded.
- Travel again! Meeting minutes on the web are not updated. That could help increase access.
- For ease of access, it would help to have the minutes and handouts published at a website.
- I do not hear as much about WSSA activities as about IMAC. Do they have a website with minutes?
- No longer get minutes (if not on the committee).
- I don't have time to attend meetings, and organizing event of interest to all involved is becoming increasingly difficult.
- Again, effectiveness should not be measured in the information communicated out but rather whether the State is obtaining necessary input into program implementation. I believe both IMAC and WSSA accomplish this objective, but the purpose is contrary to other items on this list.
- Their yearly conference is also great.
- Although a good organization that does not have the responsibility of doing the work. It is not a true representation of all counties or workers.

OTHER COMMENTS:

- There are so many different websites, that it gets confusing knowing which site “houses” a particular item. A cheat sheet would be helpful, showing most popular sites, and what is on them.
- I really don't mean to be a negative person. We are a small agency who carries a mixed caseload as do a lot of counties, plus the supervisor of ES in a lot of counties has to carry a caseload. So, to keep up with all the Ops Memos, manual changes, Q&As not counting the hours that are spent looking at the reports to make sure that all the l's are dotted and the t's crossed, plus the monthly, quarterly reports, the W-2 contract, if we even have a chance to get it, etc. Some of this seems to me to be adding unnecessary workload to the agencies who are doing their very best for the customer, county and state. Plus, the split of DHFS/DWD again puts extra burden on the counties of changing the websites, favorites, etc.
- Internet web based is great if you can find what you are looking for. With changes in names for state agencies and the multitude that was out on the web – it isn't easy for local staff to always know what is there. If you don't bookmark a site when it is announced, you may not find it again. Should be more organized and have a directory similar to the CARES Resources page. DHFS should move on to the workweb and provide all forms and publications there. IM needs to do the same. Many workers state “I don't have the time to go looking for it on the web or I can't find it.” I can empathize with this. Internet access is great and easy as a whole, when you know where you are going.
- Put access to ALL the websites we as ESS and/or ES Managers need to access that are sponsored by DWD and/or DHFS on one website as links. My “favorites” listing is three pages long.
- The FS First Aid Kit was intended to be a desk aid. Incorporating it into the FSHB has diminished its purpose entirely. Its effectiveness will be lost in the volume of FS Handbook policy.
- Isn't this state doing great things with communication since the internet went up? I love this new world we live in!
- I'd like the resources to be minimized. Some items I did not rate as I just don't have time to use them so I don't think my vote should count. I'd like to see us reduce the communications to OPs and Admin. memos, policy manuals for each program and have them updated immediately after the policy is changed via memo, and the Q & A site from the Call Center.
- Online communication has shifted the printing costs from the state to local agencies. There is an assumption that everyone will read these documents online when it is virtually impossible to do so. If the topic needs to be covered in staff meeting, each individual will print it (handbook cover sheets, operations memos, training packages, etc.) In a large county, this is substantial.
- Direct online access to everything for all staff continues to be confusing to staff. For example, subscription to Operations Memos caused confusion and additional work when a staff member was put on the list and received information not pertaining to her job. There is a level of administrative review to some of these documents that has been removed from the realm of agency administration. I know the state is aware of this but it's an area that needs more work. Perhaps the "Future IM Projects" list will be a step in the right direction.
- Many of the documents should be temporary informational "holding tanks" until the information is transferred to the policy handbook or manual: Operations Memos, training material, DXBM, Policy Q&A, etc. There shouldn't be hesitation to amend policies based on questions and clarifications.
- Three items don't seem to belong on this list: IM/W-2 contracts, IMAC and WSSA. These are input committees rather than output communication. Printing minutes online, however would be one way of getting information out for general consumption, although I'm not sure many would look at them - information overload is becoming a dilemma. Too much information contained in too many places, and much of it is just for information sake.

Other Comments (cont'd.)

- I would like to see almost everything communicated by email with links to the site to actually view the Manual Releases, Ops Memos or other data instead of attachments. Having to look at several different places to get data is far too difficult and has the potential for missed communication.
- I wish that there was one security system covering all of the things associated with the State (WEBI, Ops Memos, Forms, ASSET the Workweb). Different clearance levels assigned to each password would ensure the proper level of security -like CARES. Within the past two years so many new things came out that they have become a nightmare to remember - Passwords expire and you can't remember to keep on top of changing them or even to remember them in the first place. If we had one system with one password we could change it every time we changed our CARES password - it would make life a lot easier.
- It would be great to have Manuals 100% on line if they were user friendly - had search features etc. Without these features, expecting screen upon screen of information to be helpful is not realistic. Maybe if they were broken down into manageable chunks - almost like a web page set up - would be helpful - to be honest I still have my paper manuals and keep them up - I would love to get rid of them and have the online versions updated regularly - instead of quarterly. When OPS Memos came out they would be used as a means to identify and describe the change but it would be immediately integrated into the policy manuals so that they would always be up to date. This would simplify the search for policy info - eliminating the need to look at Ops Memos. BUT - I fear dealing strictly with electronic versions of manuals - because at this time I have been unable to fully use the electronic data because of the issues mentioned in the prior paragraph - I simply can't keep track of the sign on requirements and passwords for all of the systems.
- I would like to see communication come out once per month in hard copy rather than scattered all through the month. It would also be helpful to have a monthly broadcast message that identifies what is going to be disbursed for the month, so we know what to focus on in advance.
- Via E-mail...or condense version on broadcast message.....since some employees are not privy to email.
- Our unit believes the old way was better, many workers do not take the time to access manuals on the internet, nor have the time.
- All manuals should be web based and updated immediately to reflect changes announced in Ops Memos.
- No time to go online – takes more than paper.